

Product Number: 2432.01.09

MICROWAVE MAINTENANCE LABOR

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The Department of Technology Services (DTS) provides microwave circuits for the transport of data, voice, two-way radio, and video traffic to State agencies and other organizations.

The State microwave system is a reliable network maintained by specialized, trained professionals located regionally throughout the state.

FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Maintenance	DTS technicians maintain the microwave backbone infrastructure. These costs are covered by the microwave rates.

Rates and Billing

Item #	Feature	Item #	Base Rate
12.15	Microwave Installation	Installation	\$631.94 per install
11.20	Microwave Maintenance Labor	Labor	\$90 per hour
Item #	Circuit Type	Item #	Base Rate
12.10	Microwave	T1 Circuit	\$11.37 per mile
12.20		Tail Circuit	Cost Plus 10%
12.30		T1 Installation	\$1263.88 per tail circuit
12.40	Two Wire Analog	Card	\$31.60 per card
12.50		Per Mile	\$0.76 per mile
12.60		Segment Bridge	\$12.64 per segment bridge
12.70	Four Wire Analog	Card	\$63.19 per card
12.80		Per Mile	\$0.76 per mile
12.90		Segment Bridge	\$12.64 per segment bridge
12.11	6K Data	Card	\$63.19 per card

		Per Mile	\$1.00 per mile
12.12	56K Data	Card Per Mile	\$63.19 per card \$0.76 per mile
12.13 12.14	112K Data	Card Per Mile	\$63.19 per card \$0.76 per mile

ORDERING AND PROVISIONING

To order Microwave Services customers may contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, the assigned DTS WAN Planner or the agency assigned [Customer Relationship Manager](#).

DTS RESPONSIBILITIES

Troubleshoot and diagnose problems, make adjustments, repairs, and or perform preventive maintenance on above equipment.

Maintain an adequate parts supply to provide a maximum repair turn around time of no more than 5 business days.

AGENCY RESPONSIBILITIES

Notify DTS Customer Support Center at (801)538 3440 or (800)678 3440 to report problems

Contact the DTS Customer Support Center, (801) 538 3440 or (800) 678 3440, to request a DTS Network Planner contact you or you may contact your agency assigned DTS [Customer Relationship Manager](#).

Review billing to ensure accuracy. Any discrepancies should be discussed with DTS Billing within 30 days of receiving the bill.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied